



TRAINING

1. Why implement the training toolkit in your intervention?

The Estates Excellence's (EE) method focuses on increasing the knowledge of the business community, including the small business owner, employees, large employers, employee representatives and landlords.

As part of this method, a number of Estates Excellence toolkits were created and designed so as to engage businesses and stimulate them to identify their own specific knowledge gaps. They deal with knowledge and information and are a good starting point with an intervention. They include steps to increasing businesses knowledge and lead on to training to deal with specific areas:

- Engagement, marketing and leadership seminars
- Visit (Knowledge and Information Tool) – helps them, identify what they don't know - business become consciously aware
- Score Sheet – directs them to understand what they don't know when we record any gaps from the benchmarking tool
- Sector Pack – provides basic information or access to that information
- Training – to provide the practical advice

This package is possibly the most important element of the Estates Excellence method: to identify key gaps in firms' health and safety knowledge and then help fill those gaps. It helps the business to understand what its health & safety risks are and what to do about them.



This toolkit can be delivered to most businesses irrespective of size and sector. A small business owner (a representative of the Federation of Small Business) commented why they supported these workshops:

“You have to be honest with yourself, it’s about identifying training needs and going on free courses. Anyone who doesn’t do it must be mad!”

Take up of training during the pilots was very good. Approximately fifty per cent of all the businesses visits attended at least one training session. Some attended several sessions.

These are some of the positive elements highlighted by the businesses regarding the training:

‘Practical; Short Sharp’
‘Extremely useful for SME’s and new starters’
‘Good to feel not in trouble for asking questions’
‘Well tailored to the people attending’
‘Helpful the training was held locally’
‘Time Effective’

An example from the Estates Excellence evaluation was that 74% of businesses increased their knowledge of the risk assessment process and in particular learnt how to manage their risks sensibly.



2. What's in the toolkit?

This toolkit provides a platform for you to develop a training package to suit individual needs.

It delivers a training intervention; from the letters to invite people to training courses, to detailed advice on running the training sessions and beyond. It is scalable; you can provide the all thirteen courses available, or pick and choose some depending on the local circumstances.

The package is also extendable – it has been delivered most successfully when the whole community were engaged. Further, when the community joins in, it can extend into a more holistic training package; including wider topics such as energy efficiency or business accounts.

This toolkit includes:-

- **Training approach**
- **Training flowchart**
- **Who to engage**
- **What exactly are the training workshops**
- **Getting people on courses**
- **Summary of training workshops**
- **Keeping it going**
- **Training card**
- **Training packages provided**



3. Approach?

The approach you take to the training depends on the other packages that you have chosen to deliver in your intervention, along with who else is involved and the particular sector.

4. Who to engage?

There are clear benefits to engaging local businesses organisations in the delivery of the training. As a minimum, to ensure delivery of the main topics in the EE KIT Tool you should consider engaging:-

- The local regulators such as fire authority, HSE and local authority to deliver training courses
- Landlords to identify local relevant issues – see Stakeholder Engagement Toolkit for hints and tips
- Large business - the benefits of providing the workshops in the local (no more than around 5/6 miles) business community has been beneficial, approximately 50% of businesses taking up training



Other partners who have delivered and supported training and could help include:-

- Local Authority Environmental Health, Waste, Energy and Occupational Health Departments
- Primary Care Trusts
- Water/Electrical companies in areas
- County Councils
- Business organisations such as Business Link

5. What exactly are the training workshops?

One of the original objectives of Estates Excellence was to raise the level of understanding and competence of businesses; so they could sensibly control their own risks. The package does not deliver a full training programme on every aspect of health & safety. It delivers training workshops to refresh their knowledge, help identify new hazards and implement sensible approaches to risk management. To achieve this, the training workshops' should:

- Sell the benefits of sensible health, safety and fire management
- Increase businesses knowledge of the various topics
- Assist businesses in looking at their workplace with a fresh pair of eyes – e.g. hazard spotting
- Put health & safety in the wider context of the pressures on small businesses



After trialling a number of training workshops, Estates Excellence found the most effective structure was :-

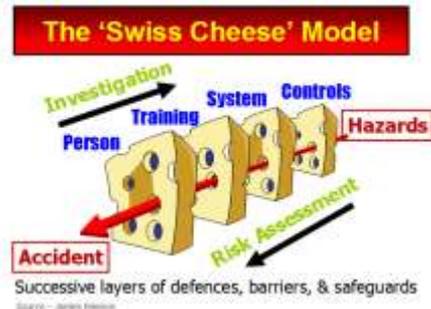
- 45 Minute sessions (a small minority are 1-2 hours)
- Targeted at small business owners, employee reps and managers
- No maximum number of attendees- if the environment is suitable
- All attendees leave with actions to carry out
- Can be delivered by suitable health and safety professionals
- Provide guidance material and links to guidance material
- Training workshop details will be available on the EE web community – see Toolkit.
- To provide a link to the Estates Excellence community.

When **deciding on the training programme** to deliver, the training workshops should provide elements from the following three groups:-

- **Get it Right** – Basic understanding of subject or law on a wide range of topics such as risk assessment or working at height
- **Get Efficient** – look at the wider implications of the financial impact on a business and wider topics such as energy efficiency, sickness absence
- **Get Healthier for Work**– try and look at the wider approach – ensuring there must be health based workshops and wider range of topics such as stress

Further details on the above are available on the Estates Excellence website. These are some example slides from the training workshops.

Things to Think About	
Managing H&S	Workplace
Slips, trips and falls	Electricity
Falls from height	Work equipment & machinery
Hazardous substances	Maintenance & building work
Lifting & handling	Workplace transport
Musculoskeletal disorders	Pressure systems
Display screen equipment	Fire and explosion
Stress	Radiation
First aid & accident reporting	Noise
Confined spaces	Worzone
Safe ways of working	Asbestos



- ### Hierarchy of Control
- Elimination
 - Reduce the hazard, e.g. Substitution
 - Isolate the hazard, segregation
 - Control exposure by organisation of work activity
 - PPE
 - Disciplined approach

- ### Guards
- Fixed – Bolted
 - Interlocked – Correct design of switch
 - Adjustable – Easy to use
 - Trip – Stops machine
 - Maintain – regular checks they are working
 - Train and supervise to ensure use



New Action = New Results

“If you always do what you’ve always done, you’ll always get what you’ve always got.”

What 3 things will you now do to improve basic safety in your workplace?



The minimum pack of **training workshops provided** as part of the toolkit includes:-

- Maintenance
- Falls from Height
- Waste - Disposal of Liquid Commercial
- Noise
- Risk Assessment
- Control of Substances Hazardous to Health (COSHH)
- Fire Risk Assessments
- Asbestos Awareness and Duty To Manage
- Musculoskeletal – How to Manage
- MSD – Manual Handling – Practical (delivered externally to regulators)
- Display Screen Equipment
- Transport (in house, on site, peripatetic issues, load security)
- Good housekeeping incl. slips and trips
- Basic Safety Incl. Machinery Guarding
- Attendance Management
- Violence and Aggression
- Stress
- Large Employer Drop In
- Risk Assessment – Drop In Sessions



6. Getting people on the courses?

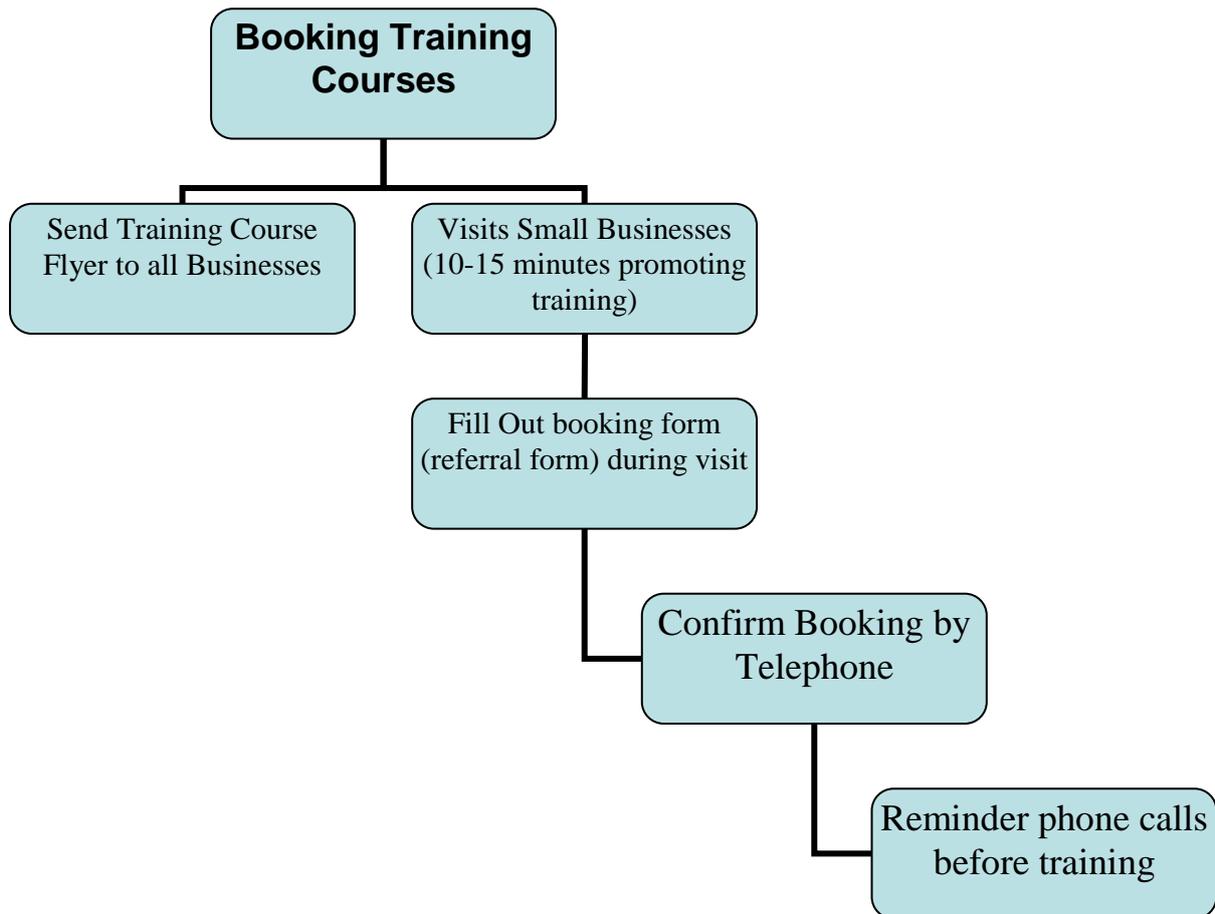
The provision of training is an essential part of this approach. It is usually very hard to get businesses to commit some of their staff to attend health and safety courses. It is therefore very important that in the Estates Excellence type of approach, the Visiting Officers promote the training that is available as part of the intervention.

During the visit, the businesses are shown a training menu – including the times and location of the training (some areas turned this into a leaflet). The businesses are encouraged to choose training courses they wish to attend; each area may have a different training menu.

The visiting staff were shown how to encourage the businesses to send representatives on the training courses. For example, at a visit the Visiting Officer would point out to the warehouse manager how the business might benefit from basic training on workplace transport and working at height.

On the referral form, filled out during the visit, the visiting officers were able to highlight which training workshops the businesses wished to attend. These were always followed up with a confirmation telephone call or e-mail from the EE e-mail account.

The flow chart below provides an illustration of the steps to take:



Brief descriptions of courses available are given in the following table:-

Event/Workshop	Course Description	Duration
Fire Management	Fire and Rescue Service will advise businesses on how to manage fire risk, their duties to complete risk assessments and their responsibilities	45 Min
Asbestos Awareness and Duty to Manage	Background and basics into asbestos types, where to find it and how to manage it	45 Min
Display Screen Equipment	Introduction to the basics of DSE – tips for setting up of workstations etc	45 Min
Manual Handling – How to Manage it Right!	Introduction into the basics of managing the hierarchy of controls for MSD – elimination, mechanisation etc	45 Min
Practical Manual Handling Training	Pristine Conditions - is a company run by Colin Davy, Olympic Medal winning weight lifter. It is a unique opportunity for employees, managers and owners to receive practical training on Manual Handling for free . They have a record of cutting the costs from manual handling to many big businesses.	45 Min
Noise	Introduction to noise and options for suitable and sufficient control measures – including best use of PPE	45 Min
Risk Assessment – Documentation Helping Hands	A Drop in session for small businesses with HSE to get advice on your company's risk assessment documentation They are pre-booked appointments only They must bring risk assessments please remind.	45 Min
Drop in Clinic for Large Employer	A one-to-one session with the HSE on any issues you may have	1 Hour
Risk Assessment	5 steps and new HSE interactive risk assessment tool	45 Min
Control of Substances Hazardous to Health (COSHH)	Hierarchical controls, hazard spotting, maintenance, assessments etc	45 Min

Transport (in house, on site, peripatetic issues)	Introduction to managing transport risks – transport RA segregation, maintenance of vehicles etc	45 Min
Good housekeeping incl. Slips and Trips	S/T/F introduction to modern cleaning techniques, good flooring principles etc	45 Min
Basic Safety Incl. Machinery Guarding	Hints and tips to help you recognise safety hazards in your business. Introduction to safety and machinery	45 Min
Accident Investigations	HSE provide a 45 min session of the Why? method of investigation – promoting businesses to get to the route cause of accidents in an efficient manner – suitable for employee reps/supervisors/managers and owners	45 – 60 Min
Maintenance	Covers what maintenance needs to be done and when, as well as when you should test equipment.	45 Min
Working at Height Incl. Falls	How to manage the risks from falling from height at work – fragile roofs, ladder safety, maintenance etc	45 Min
Violence and Aggression in the Workplace	HSE will provide practical guidance to help prevent and manage incidences of violence in the work place such as how to set up a cash office etc.	45 Min
Stress in the Workplace	A brief session on how to manage stress in the workplace.	45 Min
Attendance Management	Overview from County Council on managing attendance management with hints and tips to help manage it in your business	45 Min

7. Summary of the training workshops

All presentations must be informative, tailored and interactive for the audience. In summary, the components to the **training workshop's structure and delivery (should use during presentations)** include:

- Identify the audiences' business sector
- Identify the size of the business in the audience
- Key issues in presentation are related to subject are fit for purpose to small and medium sized businesses
- Help business identify and **understand the hazards** involved with subject - be able to provide examples
- Visualise the risks and give examples of what can go wrong for example images etc.
- Identify and visualise **approaches to controlling the risk**
- Worked examples – include case studies or video clips
- Introduce tools, techniques for monitoring risks e.g. transport checklist
- Direct members to relevant pages on the web
- Provide accompanying leaflets for businesses to take away
- All should leave identifying some activity to carry out in their own business
- All should be encourage to fill out reminder card
- Finally get each business representative to pledge up to 3 health and safety changes they will make



8. Keeping it going

An important Estates Excellence objective is to support and sustain educational support in the business community. One method of doing this is to use the training card in the toolkit. The card should be filled out by the business during the training course. It will be sent to them 3 months later as a reminder of the pledges they had made during the training. A copy of the training card is shown below.



Front View

Name: _____
 Address: _____

 Postcode: _____

Following the workshop, which 3 actions will you undertake to carry out?

A: _____

B: _____

C: _____

Join the community:

- All activities go on
- Call HSE when - call to help between 9am-5pm Monday - Friday
- Email your questions or health and safety to enquiries@hse.gov.uk
- Download free publications and guidance on www.hse.gov.uk/publications/
- Sign up to your chosen web community and set preferences before the workshop starts.
- Email estate.excellence@hse.gov.uk

What business thought:

The workshop was an extra for those offered to do business. Followed by the training, not a paid approach - an excellent opportunity to start a number of businesses in being serious.

The professional support of the Estates Excellence staff and the Area co-ordinating support at training, made the experience another and positive one.

contact at estate.excellence@hse.gov.uk or call 0800 000000 for more information

Back of training card



Each Trainee is asked to complete this evaluation form to enable to collate information on what the follow up model look like should.

Estates Excellence – Training Evaluation Sheet

Name		Course Title	
Company		Date and time	
Role/Job Title		Tutor's Name	

Please complete the form and return at the end of the workshop. Please tick the box in the table below that applies:-

Assess How useful did you find the Workshop: -	Excellent	Good	Fair	Poor	Comments
How would you rate the suitability of the workshop's content?					
How well did the course content help you identify risks in your business?					
How well would you rate the speaker's presentation?					
How suitable was the time slot to you as a business?					
How suitable was the length of the workshop?					
How well would you rate the accommodation?					

Following this session, what three things will you do to sensibly reduce the Health and Safety risks in your business?

1.
2.
3.

Any additional comments or recommendations you wish to make for future events?

What additional courses/toolkits would you find useful?



Annex 1 – Training Courses